



The Water Connection - April 1997

City Will Work With Customers On Water Quality;

Customer Focus on Water Quality Program Approved

Later this year, Tucson Water will begin a program that looks at the water it delivers in an entirely new way. The Customer Focus on Water Quality Program will look at water from the customer's point of view - at the tap and in the glass. In March, the Mayor and Council approved the program which will enlist the help of world-renowned experts in water quality, corrosion control, and taste and odor. These experts will work with the community and Tucson Water to help determine what's important to you about your water quality, how to achieve different qualities of water, and what the costs of those options will be.

Marie Pearthree, project manager of the program for Tucson Water, says the public will be directly involved in decision making. Watch this newsletter, newspapers, and television for more information about the program and details about how you can get involved.

Improving Tucson's Water System:

Main Replacement HotLine: (520)791-2665

Tucson Water continues working to improve our water system by replacing old galvanized steel water mains with new pipe. These mains are 30 to 50 years old and most are rusted and badly worn. If you have questions about the main replacement program or construction in your neighborhood, please call Tucson Water at (520)791-2665.

What Is An Aquifer Anyway?

In Tucson we talk about pumping groundwater from the aquifer. **An aquifer is not an underground lake or river.** It is an area of porous sand, gravel, or fractured rock in which fractures and pores between the material have filled with water. The water in these materials moves very slowly and can remain in an aquifer for hundreds or thousands of years. This water can be removed from the saturated materials by pumping.

As the water is removed from the porous rock and the water table drops, the rock materials tend to collapse on themselves, closing up the spaces in the materials and making them less efficient at functioning as an aquifer. In the worst cases, this can lead to surface subsidence, which is the sinking of the ground surface.

The groundwater in the aquifer under Tucson has collected there over thousands of years. We have been "mining" this finite resource for many years. In order to make our groundwater last longer while we look for alternatives, we can all do our part by conserving water when we can.

Coming To A Location Near You:

Watch For The Tucson Water Information Van

Tucson Water's Water Information Van is cruising Tucson's streets packed full of information about our water. When you see the van at events, please stop by. You can pick up brochures, watch video presentations, learn from working displays, or ask Tucson Water's customer service representatives questions about your water. Watch the City of Tucson City Page published on Thursday in the daily newspapers for listings of the Info Van's appearances.

If you have a group, school, or event that you would like the Water Information Van to visit, please call Tucson Water at (520) 791-4556.

Zanjeros Can Help You Save Water And Save Money

Reduce your water use and reduce your water bill this spring. The Tucson Water Zanjeros will visit your home and review your water use habits. You will receive an individual evaluation of your water use which will help you identify problem areas and give you guidelines for using water more efficiently. You'll probably be able to reduce your water use and reduce your water bill. The Zanjeros program is available free of charge to Tucson Water customers. Call (520) 791-4556 for more information or to schedule an appointment.

Tame Your Toilet

All of us would like to save money, but here's a way to save money that will save on your water consumption as well. It's estimated that 20 percent of all toilets leak one gallon or more per hour. For the Tucson area, that's more than one million gallons of wasted water per day! Be a leak detective. Stop, look and listen for leaks in your water-using fixtures. One good method for detecting a leaking toilet is to place a few drops of vegetable-based food coloring in the toilet tank and wait about fifteen minutes (don't flush). If you see color in the toilet bowl, you probably have a leak. Tucson Water can provide you with some simple repair tips. Just call (520) 791-4331 and ask for a Tame Your Toilet brochure.

Get More Info About Your Water Department at
[HTTP://WWW.CI.TUCSON.AZ.US/WATER/](http://www.ci.tucson.az.us/water/)

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